PLTW Kite Student Portal
Installation Guide for Windows

Welcome to the PLTW Kite Student Portal installation guide for Windows.

PLTW Kite® Student Portal is what students use to take the End-of-Course (EoC) Assessment and *Inform*ative Assessments. When running, PLTW Kite Student Portal covers the full screen of the test-taking machine, preventing students from accessing outside information during the test.

This installation guide serves as a tool for those responsible for installing PLTW Kite Student Portal on testing machines prior to students completing assessments.

PLTW Kite Student Portal Supported Versions

The newest version of PLTW Kite Student Portal is version 4.0.0.0 (this is the same version used in the 2022-2023 academic year). You need to uninstall version 3.0 or lower and install version 4.0.0.0.

PLTW Kite Student Portal Version 1.0, 2.0, and 3.0 are no longer supported.

Note: PLTW Kite Student Portal is supported for both 32-bit and 64-bit Windows computers.

Updating/Uninstalling Previous Versions

You must uninstall any old versions of PLTW Kite Student Portal prior to installation if you plan to update your testing device to version 4.0.0.0.

To uninstall prior versions:
1. From the Start menu, right click on PLTW Kite Student Portal and select Uninstall.
2. Follow the on-screen prompts to uninstall the previous version.
3. In the Start menu search field, type **%AppData%** and press **Enter**.
4. Navigate to the ATSPLTW folder in the list and delete the entire folder.
5. Locate the Kite shortcut on the desktop and right click to delete the icon.
6. Restart your machine before continuing.

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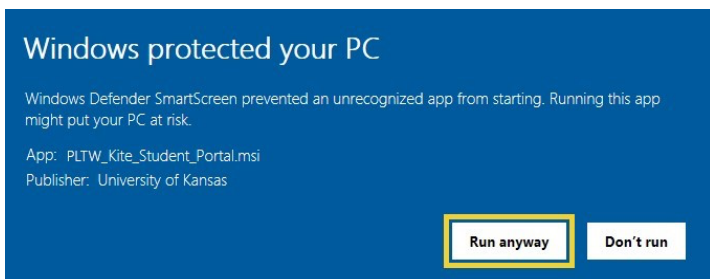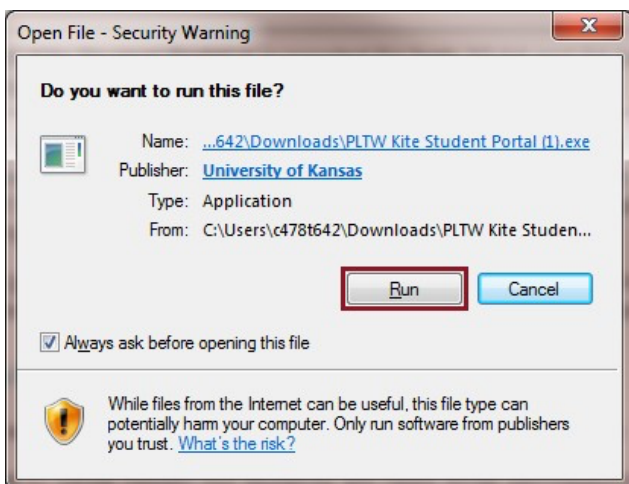## Installing the PLTW Kite Student Portal for Windows

Note: Students will need Write access to C:\Users\<Username>\AppData

You can keep the C: Drive hidden but students will need Write permissions to the mentioned folder.

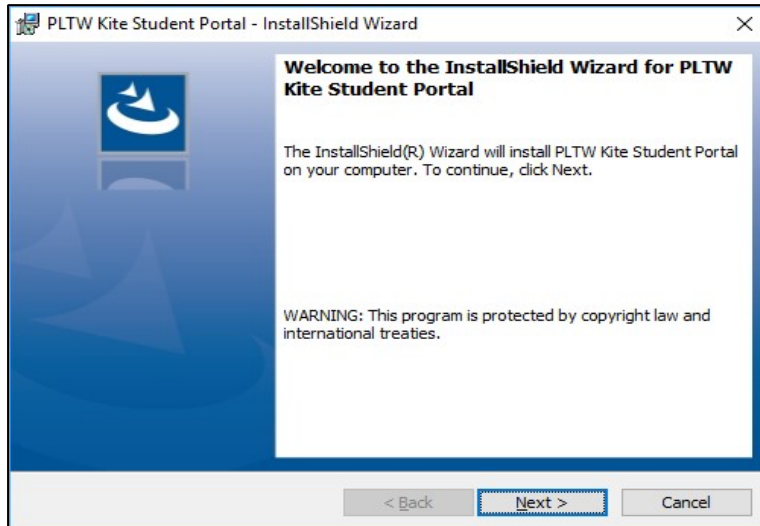To install PLTW Kite Student Portal, perform the following steps:

Note: The instructions provided below are for the EXE. Schools looking for mass deployment across their school should use the MSI.

1. Choose the installation link.
    - For Windows EXE Please click – **Here**
    - For Windows MSI Please click – **Here**

2. Locate the file you downloaded and open the file.

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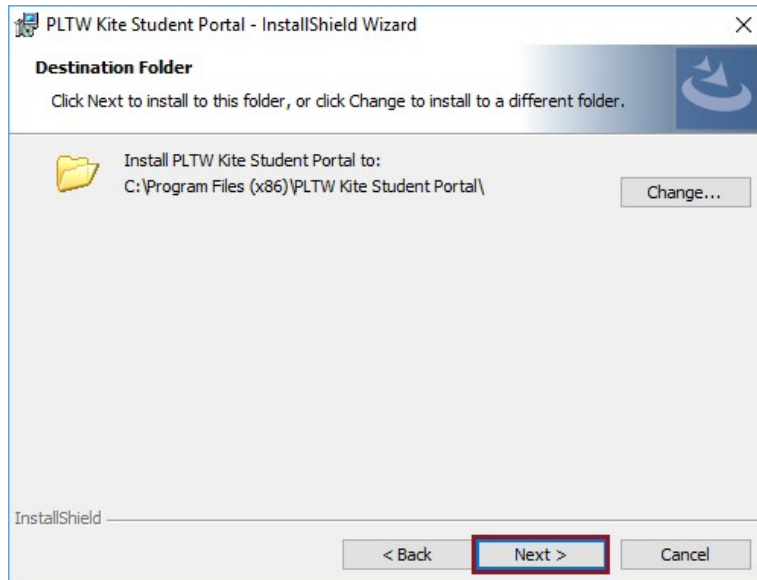
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3. On the Open File – Security Warning pop-up window, click **Run** or **Run Anyway**.
4. On the InstallShield Wizard dialog box, click **Next**.

5. On the License Agreement window, click **I accept the terms in the license agreement**. Click **Next**.

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6. Click **Next**.

7. To begin the PLTW Kite Student Portal installation, click **Install**.
8. Your machine will ask, "Do you want to allow this app to make changes to your device?" Click **Yes**.
9. Once the installation is complete, click **Finish**.

Accessing PLTW Kite Student Portal

For more information about using the PLTW Kite Student Portal Software, refer to the *PLTW Kite Portal User Manual – Student View*.

Starting the PLTW Kite Student Portal Software

Once the PLTW Kite Student Portal software has been successfully installed, you can access it by an icon on your computer desktop or through the Start menu.
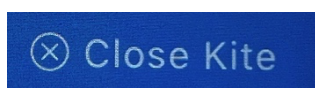
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Closing the PLTW Kite Student Portal Software

To close the PLTW Kite Student Portal software, perform the following steps:

1. Click the **Sign Out** button.

2. Click the **Close Kite** button.

Troubleshooting

If you encounter any errors while using the PLTW Kite Student Portal software, you can always contact the PLTW Solution Center at 877.335.7589 or solutioncenter@pltw.org.

MY BROWSER IS BLOCKING THE PLTW KITE STUDENT PORTAL DOWNLOAD.
There have been reports that Microsoft Edge is preventing the download of PLTW Kite Student Portal and displaying a message stating, "*PLTW Kite Student Portal.msi was blocked because it could harm your device.*" If you receive this message, please exit the Microsoft Edge browser and download the program using another web browser such as Google Chrome or Mozilla Firefox.

**MICROSOFT WINDOWS DEFENDER SECURITY WARNING WHEN ATTEMPTING TO INSTALL KITE STUDENT PORTAL.**
After downloading PLTW Kite Student Portal from your program's website and attempting to begin the install process, your Windows device may display a Microsoft Defender security warning preventing the installation of PLTW Kite Student Portal.

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If you encounter this security warning, you can proceed with the installation by following either one of the steps outlined below.
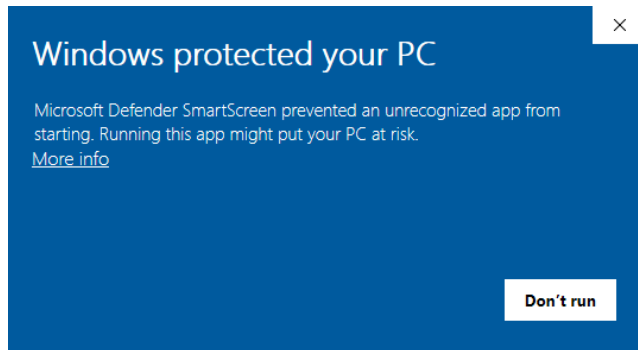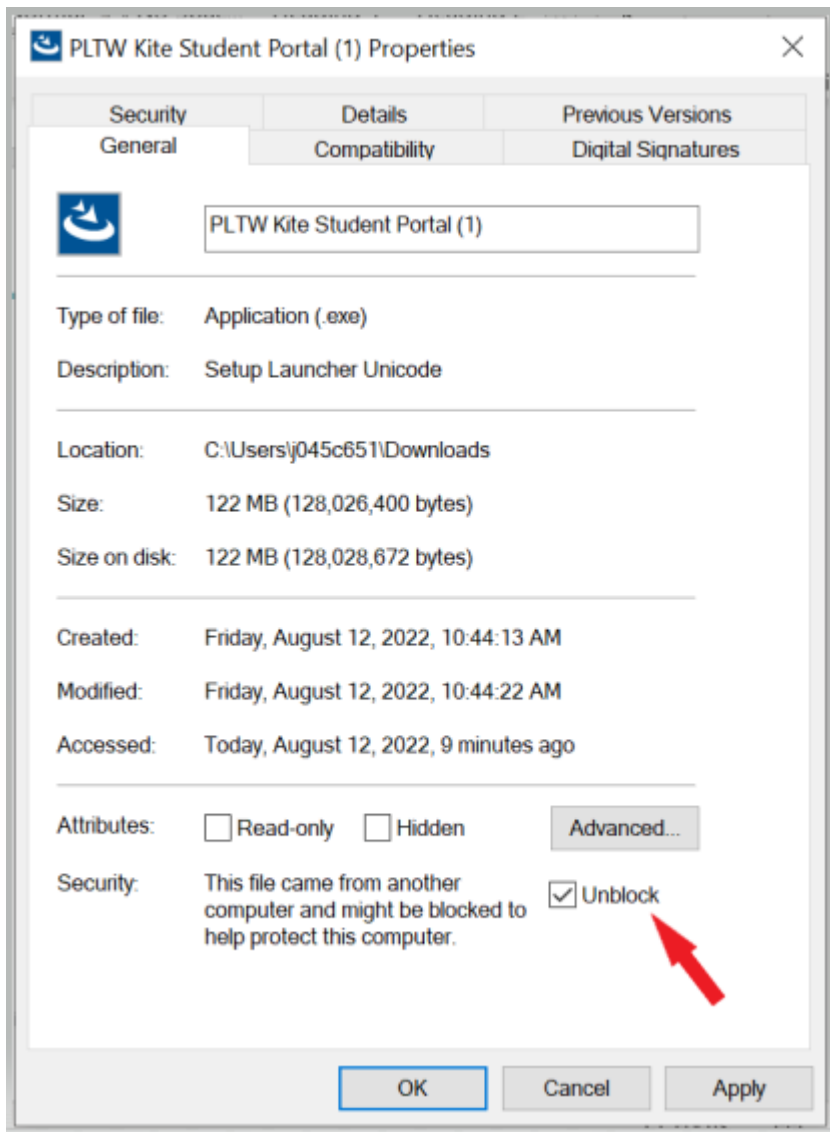

PROCESS 1
1. Using a web browser other than Microsoft Edge, download PLTW Kite Student Portal.
2. Open Windows File Explorer.
3. In the Downloads folder, right click on **PLTW Kite Student Portal**.
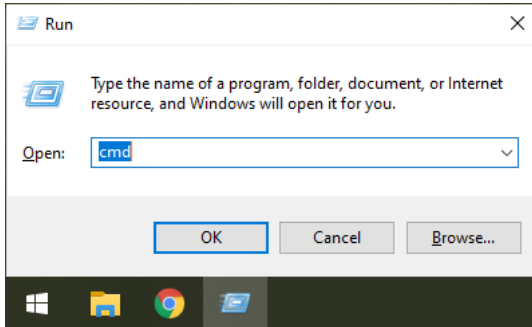4. Click Properties.
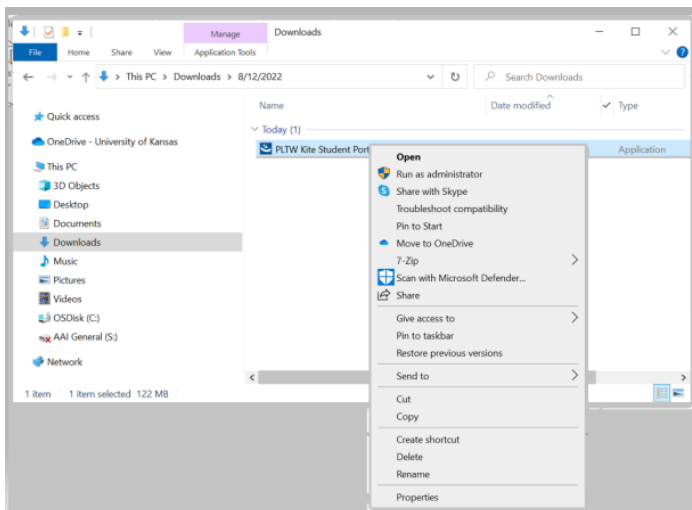
5. In the General tab, click Unblock at the bottom of the window.

6. Click Apply, then click **OK**.
7. Back in the Downloads folder in the File Browser, double-click on **Kite Student Portal** to begin the install process.

Process 2

1. Press **Windows/Start + R** keys simultaneously to open the "Run" box.
2. Type "cmd" and then click "**OK**" to open a Command Prompt.

3. If installing the .msi file, type or paste the following text in the command line after
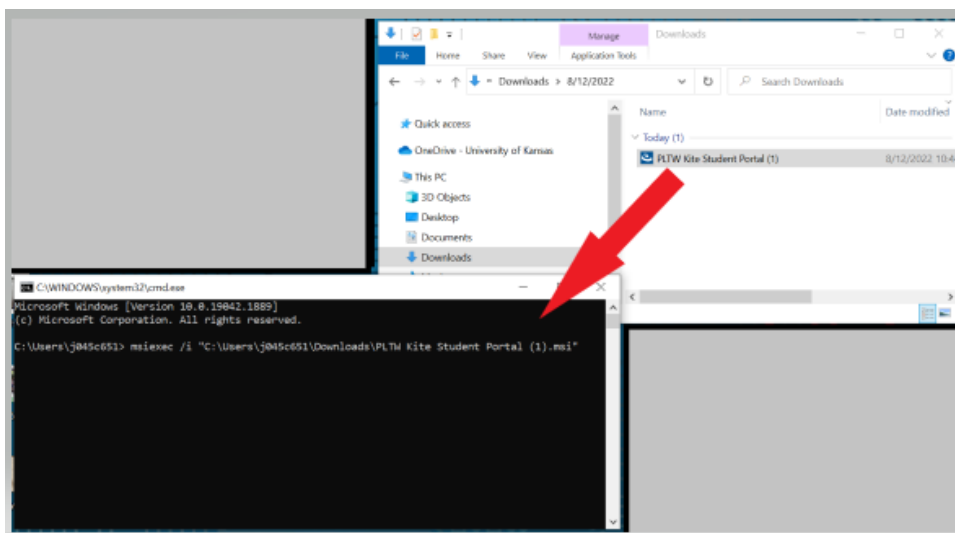C:\Users*username*> **msiexec /i**
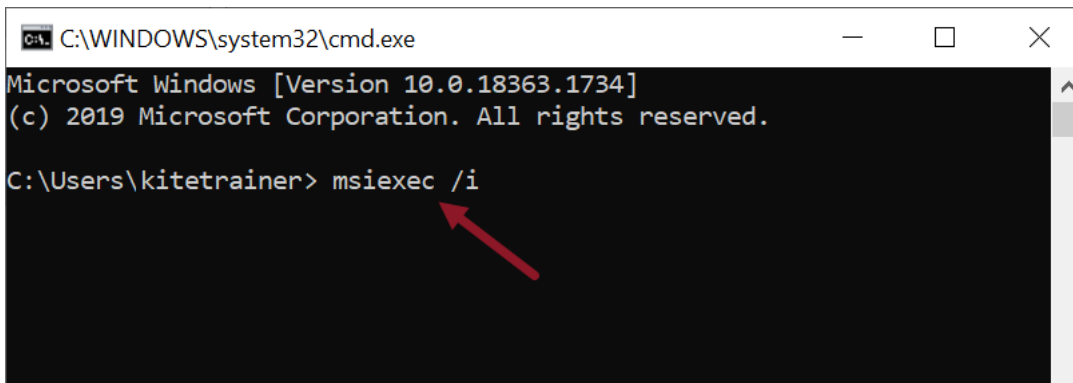
Note:	If you are installing the .exe file, DO NOT past the "msiexec" text in the command line. Simply proceed to steps 4 and 5 for the .exe file.

4. Open the File Explorer and navigate to the Downloads folder.

5. Click and drag the PLTW Kite Student Portal file into the command line.

6. Press **Enter** to begin the installation.

Normal Reboot Options in the Start Window not displaying when using power button to exit.

In very rare cases, the Windows reboot options in the Start menu and/or the Ctrl+Alt+Delete window do not properly display after exiting the PLTW Kite Student Portal software via a hard reboot. In this instance, please restart your computer by pressing the power button again to shut off the device. Upon restarting the device, you should now see all normal reboot options in the Start menu again. If you restarted the device and still do not see the reboot options in the Start menu, please contact your IT administrator to perform the following troubleshooting steps on the device:

1. Open the Windows File Browser.
2. Navigate to your C: Drive.
3. Open the Program Files (x86) folder.
4. Open the PLTW Kite Student Portal folder.
5. Open the Reset folder.
6. Right-click on the PLTWKiteStudentPortal.ResetUtility.exe file and select "Run as administrator."
7. When asked if you want to allow this app to make changes to your device, click **Yes**.
8. Use the down arrow to select "Reset system configuration to default values"
9. Press the Enter key.

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10. The next screen will say "Please enter the name of the user for which to reset all configuration values:"
11. Type in the username used to log in to the computer and press the Enter key.
12. When the process is finished, a line will display saying "Successfully reset all changes!"
13. You can now close the popup and should now be able to view options to reboot the device.

Error Message: "Kite failed to start a new session! Please consult the log files for more information."

Upon launching the application, I do not see the login screen. I get a popup stating "*Kite failed to start a new session! Please consult the log files for more information.*" The application install is corrupt and needs to be reinstalled.

1. Uninstall PLTW Kite Student Portal
2. Open the Task Manager
3. Click on the Services tab

Note:	You may need to expand what you can see by clicking More Details

4. Locate the PLTWKiteStudentPortal service
5. Right click and select Stop
6. Delete installed folder in C:\Program Files(x86)\PLTW Kite Student Portal 7. Delete app data folders:
   %APPDATA%/ATSPLTW
   %APPDATA%/PLTWKiteStudentPortal
   %LOCALAPPDATA%/ATSPLTW
   %LOCALAPPDATA%/PLTWKiteStudentPortal
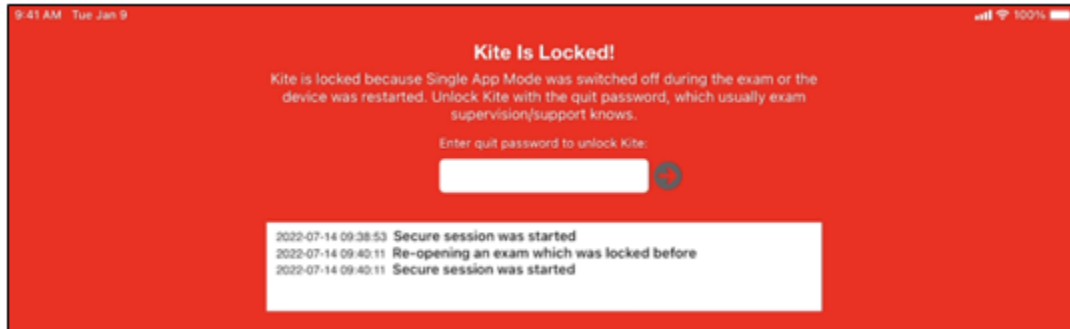   7. Reinstall PLTW Kite Student Portal

Error Message: "The active display configuration is not permitted. Please consult the log files for more information."

After installing PLTW Kite Student Portal and launching the application, I do not see the login screen. I get a popup stating "The active display configuration is not permitted. Please consult the log files for more information."
This error occurs when launching PLTW Kite Student Portal and a second display is being used. Close PLTW Kite Student Portal, disconnect the second display, and launch the application again.

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Red screen asking for an administrator or quit password.

This message appears when PLTW Kite Student Portal is exited incorrectly, or another application has taken the focus away from the application. The secure password is not posted in this manual. Please contact the PLTW Solution Center to request this password.


**Note:** If a white screen appears the device has not yet reconnected to Wi-Fi.

Load error when no network connection detected.

This message appears when PLTW Kite Student Portal recognizes that the device is not connected to Wi-Fi when the application is loading. Select Cancel to close the Kite application. Select OK to try and connect again after confirming that you have a strong Wi-Fi signal.
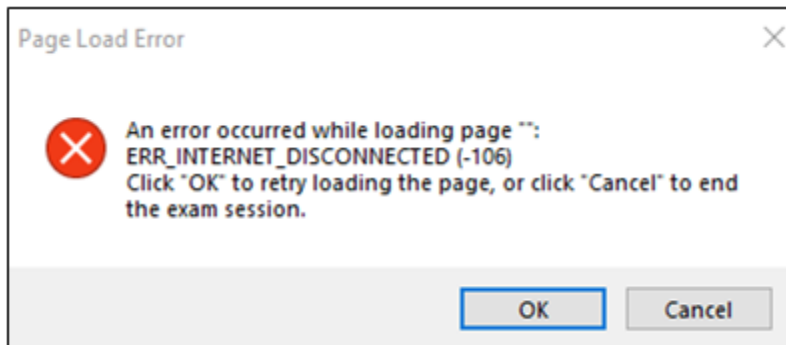
Load error when application cannot be reached.
This message appears when PLTW Kite Student Portal cannot be reached due to low, or no, internet connection. Select Cancel to close the Kite application. Select OK to try and connect again and continue the assessment.
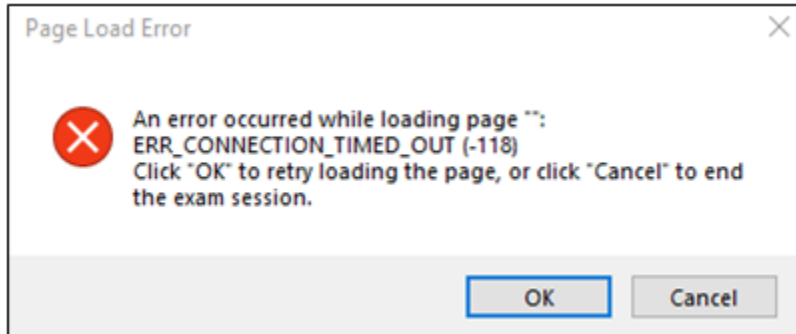
I am using an outdated version of PLTW Kite Student Portal.
Confirm that you are NOT operating PLTW Kite Student Portal version 1.0, 2.0, or 3.0. Only version 4.0.0.0 is supported for 2023-24. Outdated versions of PLTW Kite Student Portal will display an error screen when opened which directs users to download the latest version of the application.